

Title: Retailer Education/Training

Purpose

This section is to describe retailer training content to ensure retailers meet all criteria of the Montana WIC Program.

Authority

7 CFR 246.12 (h) (1)

Policy

It is the policy of the Montana WIC Program to offer some type of retailer training annually, to ensure retailers are knowledgeable about changes in the Montana WIC Program, and that those changes are being enforced.

I. Description of Retailer Education or Training

- A. Retailer education and training is directed at reducing errors, preventing abuse and improving program services. Retailer training is also designed to be consistent statewide. Retailer training may be conducted for the following reasons:
 - 1. Retailer is newly authorized;
 - 2. Retailer requests education/training;
 - 3. Required annual education/training, which must be an interactive session at least once every three years;
 - 4. Required education/training as directed by the Montana WIC Program;
 - 5. Retailer is one of pool of authorized Montana WIC retailers selected for routine monitoring;
 - 6. Any non-compliance with the Montana DPHHS/WIC Retailer Agreement; or
 - 7. Retailer is identified as probable high-risk.
- B. Interactive retailer education/training may take place on-site or off-site at a minimum of every three years. It must be interactive to enable questions from the retailer. Education/training may be conducted by the LARC at the direction of the Montana WIC Program. On occasion, education/training will be conducted by the Vendor Coordinator from the Montana WIC Program.
- C. Annual retailer education/training may be conducted by the LARC or State Agency and is not required to be interactive.

II. Content

- A. Annual training will include at the following topics:
 - 1. Purpose of the WIC Program;
 - 2. Supplemental foods authorized by the Montana WIC Program;
 - 3. Minimum varieties and quantities required to be stocked by retailers;
 - 4. Procedures for transacting Montana WIC benefits;
 - 5. Montana WIC Program retailer sanction system;
 - 6. Method by which retailers may register a complaint;

7. The claims procedure;
8. Infant formula must be purchased from the Montana WIC approved list.
9. Any changes since the last education/training affecting retailers.

III. Participation in Required Education or Training

- A. Failure to attend interactive required education/training will result in the non-renewal of the Montana DPHHS/WIC Retailer Agreement.
- B. Annual training is required. At a minimum, the Montana WIC Program must offer interactive education/training once every three (3) years. In alternate years, the Montana WIC Program will determine the method of delivery of annual training. The quarterly "Montana WIC Retailer Newsletter" may serve as a form of annual training.
- C. Other education/training may be deemed required. This education/training may be as a result of sanctions and/or a pattern of errors.